

A woman with long dark hair, wearing a light blue blazer, is smiling warmly while holding a white telephone receiver to her ear. She is in the foreground, slightly to the right. In the background, several other people are blurred, some also appearing to be on the phone, suggesting a busy call center environment. The overall lighting is bright and professional.

**A PHONE  
CALL  
FROM A  
CUSTOMER**

# MATCH THE WORDS AND THE DEFINITIONS

- 1) proof that a delivery has been made
  - 2) a document which shows how much a customer has to pay, for what and by when
  - 3) the conditions of when a customer should make payment
  - 4) when more time is allowed for something
  - 5) the timing and amount of money coming in and going out of a company
  - 6) an official or organizational rule
  - 7) when something doesn't follow the usual rule
  - 8) to show someone you are grateful for something they have done
- a) delivery confirmation
  - b) payment terms
  - c) to appreciate
  - d) cash flow
  - e) an exception
  - f) a regulation
  - g) an invoice
  - h) an extension

## A PHONE CALL FROM A CUSTOMER

- **1. The delivery hasn't arrived yet.**

True

False

**2. Andrea is having cash flow issues and needs a payment extension.**

**True**

**False**

**3. Andrea usually asks  
for an extension of the  
payment terms.**

**True**

**False**

- **4. Andrea has a new order to place, even bigger than the last one.**

**True**

**False**

**5. Junko can extend  
the payment terms on  
the last order to 60  
days.**

**True**

**False**

**6. Junko will send Andrea  
an email confirmation.**

**True**

**False**



**GOOD JOB!**

# PUT THE SENTENCES IN THE CORRECT GROUP

<https://learningapps.org/display?v=pyan58a9n21>

**SORRY: (((**

**RETRY!**

**SORRY: (((**

**RETRY!**

**SORRY: (((**

**RETRY!**

**SORRY: (((**

**RETRY!**

**SORRY: (((**

**RETRY!**

**SORRY: (((**

**RETRY!**